



REQUEST FOR QUOTATION NO.: 2021-11-043

Date: November 02, 2021

Procurement Title : **Procurement of Training Service Provider for
The Conduct of Webinar / e-Learning on Customer
Service in the New Normal**

PR No. : **2021-10-091**
Approved Budget for the Contract : **PHP 60,000.00**

Sir/Madam:

The Commission on Filipinos Overseas invites PhilGEPS registered suppliers to quote the latest market price of the item/s described/listed below. Quotations must be placed in **TWO (2) sealed envelopes**. The first envelope should contain the original documents while the second envelope (COPY 1) should contain copies of the documents. Please submit your sealed envelopes at the **2nd floor, Administrative and Finance Division, Citigold Center II, 1388 F. Icasiano St. cor. F. Gernale St. Paco, Manila** on or before **November 09ss, 2021, 1:00 P.M.**

I. General Terms and Condition:

1. Quotations should be addressed to the CFO Bids and Awards Committee and must be placed in **two (2) sealed envelopes**. The first envelope should contain the original documents while the second envelope should contain copies of the documents;
2. Price quotation/s must be valid for a period of thirty (30) calendar days from the date of submission;
3. Quotations should be inclusive of all cost and applicable taxes;
4. The following documents should be submitted along with the sealed quotation:
 - **PhilGEPS Registration Number/Certificate**
 - **Mayor's/Business Permit**
 - **BIR Form 2303 Certificate**
 - **SEC or DTI Certificate**
 - **Notarized Omnibus Sworn Statement**
 - **Course outline/Training Program**
5. Bidders must have a Land Bank account for payment purposes. Otherwise, bank fees shall be for the account of the winning bidder.





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COMMISSION ON FILIPINOS OVERSEAS
KOMISYON SA MGA FILIPINO SA IBAYONG DAGAT



COMPANY NAME : _____
ADDRESS : _____
PhilGEPS REGISTRATION NO.: _____ VALID UNTIL: _____

ITEM DESCRIPTION	UNIT COST	TOTAL COST	APPROVED BUDGET FOR THE CONTRACT (VAT INCLUSIVE)	QUOTATION/ OFFER AMOUNT (VAT INCLUSIVE)
Procurement of Training Service Provider for The Conduct of Webinar / e-Learning on Customer Service in the New Normal	P 30,000.00 per batch	P 60,000.00	P 60,000.00	
No. of batches: 2				
No. of participants per batch: 30				
Duration: 3 hours (1:00 – 4:00 P.M.)				

TRAINING OUTLINE:

1. Customer Service Foundation
 - a. Customer Service in Government
2. Customer Service Habit / Positive Communication
 - a. Positive Communication Tools for Different Customer Scenarios
 - b. Tips in effective phone handling and writing emails
 - c. Tips in handling complaints and/or difficult clients

TRAINING SCHEDULE:

1st batch: November 18, 2021 (1:00-4:00 P.M.)

2nd batch: November 25, 2021 (1:00-4:00 P.M.)

After careful evaluation of the General Terms and Conditions, Training Outline and Training Schedule, I/WE hereby accept and submit our quotation based on the items and prices above.

The CFO reserves the right to accept or reject any bid, to annul the bidding process, and to reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.

Signature over printed name (Owner/Authorized Representative)

Telephone/Mobile No.: _____
Email Address : _____
Date : _____

For Further information, please refer to:

KEESHIA MAE L. ACEDERA

Procurement Officer

Email: bac.secretariat@cfo.gov.ph

Tel. No: [8552-4792](tel:8552-4792)

